

Know-How srl

Via Brigata Reggio, 24
42124 Reggio Emilia (RE)
IVA: 01840870354

Information on the processing of personal data according to Articles 13-14 EU Reg. 2016/679

Interested Subjects: Customers and Referrals at Client Companies.

Know-How Srl as Data Controller of your personal data, according to and for the purposes of EU Reg. 2016/679 below 'GDPR', with the present informs you that the aforementioned legislation provides for the protection of data subjects with respect to the processing of personal data and that such processing will be based on the principles of correctness, lawfulness, transparency and protection of your privacy and your rights.

Your personal data will be processed in accordance with the legislative provisions of the aforementioned law and the confidentiality obligations provided for therein.

Purpose and legal basis of the processing: in particular, your data will be processed for the following purposes related to the implementation of related obligations to legislative obligations:

- mandatory obligations by law in the tax and accounting fields;
- legal proceedings management.

Your data will also be used for the following purposes relating to the execution of measures related to contractual or pre-contractual obligations:

- post-sales assistance;
- customer management;
- quality management;
- activity planning;
- detection of customer satisfaction;
- customer billing history.

Processing methods. Your personal data may be processed in the following ways:

- outsourcing of processing operations;
- creating profiles related to customers, suppliers or consumers;
- processing by electronic calculators;
- manual processing by means of paper archives.

Each treatment is carried out in compliance with the procedures set out in articles 6, 32 of the GDPR and through the adoption of the appropriate security measures provided. Your data will only be processed by personnel expressly authorized by the Owner and, in particular, by the following categories of employees:

- Administration office;
- Marketing office.

Communication: Your data may be disclosed to external parties for proper management of the relationship and in particular to the following categories of Recipients including all Data Processors duly appointed:

- banks and credit institutions;

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- consultants and freelancers, even in associated form;
- freight forwarders, carriers, owner-operators, post offices, logistics companies.

Dissemination: Your personal data will not be disclosed in any way.

Conservation Period. We inform you that, in compliance with the principles of lawfulness, limitation of purposes and minimization of data, pursuant to art. 5 of the GDPR, the retention period of your personal data is:

- established for a period of time not exceeding the achievement of the purposes for which they were collected and processed for execution and execution of the contractual purposes;
- established for a period of time not exceeding the performance of the services provided;
- established for a period of time not exceeding the achievement of the purposes for which they are collected and processed and in compliance with the mandatory deadlines prescribed by law.

Owner: the Data Controller, pursuant to the Law, is Know-How Srl (Via Brigata Reggio, 24, 42124 Reggio Emilia (RE); IVA: 01840870354) in the person of its legal representative.

You have the right to obtain from the holder the cancellation (right to be forgotten), limitation, updating, rectification, portability, opposition to processing of personal data concerning you, as well as in general, can exercise all the rights provided by the articles 15, 16, 17, 18, 19, 20, 21, 22 of the GDPR.

EU Reg. 2016/679: Articles 15, 16, 17, 18, 19, 20, 21, 22 - Rights of the Interested Party

1. The interested party has the right to obtain confirmation of the existence or not of personal data concerning him, even if not yet registered, their own communication in an intelligible form and the possibility of making a complaint with the Control Authority.
2. The interested party has the right to obtain the indication: a. the origin of personal data; b. of the purposes and methods of processing; c. of the logic applied in the case of processing carried out with the aid of electronic instruments; d. of the identification data concerning the data controller, data processors and the designated representative pursuant to article 5, paragraph 2; e. the subjects or categories of subjects to whom the personal data can be communicated or who can learn about them as designated representative in the territory of the State, of managers or appointees.
3. The interested party has the right to obtain: a. updating, rectification or, when interested, integration of data; b. the cancellation, transformation into anonymous form or blocking of data processed in violation of the law, including those which are not required conservation in relation to the purposes for which the data was collected or subsequently processed; c. the attestation that the operations referred to in letters a) and b) have been brought to the attention, also with regard to their content, of those to which data have been communicated or disseminated, except in the case where such fulfillment proves impossible or involves the use of means manifestly disproportionate to the protected right; d. data portability.
4. The interested party has the right to object, in whole or in part: a. for legitimate reasons to the processing of personal data concerning him, even if pertinent to the purpose of the collection; b. to the processing of personal data concerning him for the purpose of sending advertising materials or direct sales or for carrying out research of market or commercial communication.